

# Pearson BTEC Level 3 Nationals Extended Diploma

**Window for supervised period:**

**Monday 6 January 2020 – Friday 24 January 2020**

Supervised hours: 8 hours

Paper Reference **20161K**

## Information Technology

### Unit 14: IT Service Delivery

**Part B**

#### **You must have:**

Outline\_Service\_Strategy.rtf

Define\_IT\_Services\_Catalogue.rtf

IT\_Service\_Management\_Implications.rtf

#### **Instructions**

- You will need your research notes from **Part A** (maximum two A4 sides hard copy).
- **Part A** should be completed before attempting **Part B**.
- **Part B** contains material for the completion of the set task under supervised conditions.
- **Part B** should be taken at any time during the period of 3 weeks timetabled by Pearson.
- **Part B** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** should be kept securely until the start of the 8-hour supervised assessment period.
- This booklet should not be returned to Pearson.
- Answer **all** activities

#### **Information**

- The total mark for this paper is 68.

*Turn over* ►

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## Instructions to Invigilators

This paper must be read in conjunction with the unit information in the specification and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document to ensure that the assessment is supervised correctly.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for learner use.

The set task can be completed in more than one supervised session.

Learners can take a maximum of two sides hard copy, individually prepared A4 research notes into **Part B** of the set task, as stated in **Part A**.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

Centres are free to arrange the supervised assessment period how they wish provided the 8 hours for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.

Invigilators may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learner notes will be retained securely by the centre after **Part B** and may be requested by Pearson if there is suspected malpractice.

## **Maintaining Security**

- Learners must not bring anything into the supervised environment or take anything out.
- Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.
- Internet access is not permitted.
- Learners work must be regularly backed up. Learners should save their work to their folder using the naming instructions in each activity.
- During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.
- Learners can only access their work under supervision.
- User areas must only be accessible to the individual learners and to named members of staff.
- Any materials being used by the learners must be collected at the end of each session, stored securely and handed back at the beginning of the next session.

## **Outcomes for Submission**

Each learner must create a folder to submit their work. Each folder should be named according to the following naming convention:

**[Centre #]\_[Registration number #]\_[surname]\_[first letter of first name]**

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345\_F180542\_Smith\_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

**Activity 1:** activity1strategy\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 2:** activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 3:** activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 4:** activity4evaluation\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 5:** activity5implications\_[Registration number #]\_[surname]\_[first letter of first name]

An authentication sheet must be completed by each learner and submitted with the final outcomes.

The work should be submitted no later than 28 January 2020.

## Instructions for Learners

Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from **Part A** to complete **Part B** set task. This material must be in a hard copy format.

### Outcomes for Submission

You must create a folder to submit your work. Your folder should be named according to the following naming convention:

**[Centre #]\_[Registration number #]\_[surname]\_[first letter of first name]**

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

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**Activity 2:** activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 3:** activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 4:** activity4evaluation\_[Registration number #]\_[surname]\_[first letter of first name]

**Activity 5:** activity5implications\_[Registration number #]\_[surname]\_[first letter of first name]

You must complete an authentication sheet before you hand your work into your invigilator.

## Set Task Brief

Neuton & Neuton Retail is a family-owned business based in Yorkshire that operates from the family home. All orders are taken online via its website and stock is tracked manually. Sales have increased, so the owners have decided to rent a building with space for a shop, an office, and a stockroom.

There will be seven members of staff: the two owners, three shop assistants, and two assistants in the stockroom.

There needs to be a server and two computers in the office, two computers in the stockroom and three EPOS terminals in the shop. An efficient IT system to store and manage the information and data requirements of the company needs to be in place.

Neuton & Neuton Retail will work with an independent company to determine hardware and software requirements. The independent company will install and remotely manage the network infrastructure and website.

The building has two floors:

### Ground floor

Shop                   CCTV, EPOS terminals

Stockroom           CCTV, two computers

### First floor

Office               Server, printer and two computers

Neuton & Neuton Retail	
Location	Yorkshire
Number of staff - 7	Owners (2), Shop Assistants (3), Stockroom Assistants (2)
Staff information	<p><b>Owners</b></p> <ul style="list-style-type: none"><li>• Oversee the running of the organisation</li><li>• Manage income and expenditure</li><li>• Manage stock control</li><li>• Manage invoices for processing</li><li>• Manage purchase and sales ledger</li><li>• Order stock online for shop</li><li>• Banking</li><li>• Payroll</li><li>• Respond to emails and correspondence.</li></ul> <p><b>Shop Assistants</b></p> <ul style="list-style-type: none"><li>• Responsible for shop sales</li><li>• Check stock availability.</li></ul> <p><b>Stockroom Assistants</b></p> <ul style="list-style-type: none"><li>• Manage stock arriving at the shop</li><li>• Respond to online orders.</li></ul>

In the future, Neutron & Neutron Retail wants to improve its systems by providing:

- automated systems for stock control
- an external auction site to sell any surplus stock
- installation of anti-theft systems.

## Part B Set Task

**You must complete ALL activities within the set task.**

**Produce your documents using a computer.**

**Save your documents in your folder ready for submission using the formats and naming conventions indicated.**

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in **Part A**. Reading time is included in the overall assessment time.

Neuton & Neuton Retail is moving to a new building. It has employed you to design an IT service solution by applying the IT service delivery life cycle. You should consider alternative solutions and the delivery implications these may have on the current and future needs of the company.

### **Activity 1: Outline IT service strategy**

Produce an outline IT service strategy using the template **Outline\_Service\_Strategy.rtf** for Neuton & Neuton Retail's current and future needs.

Your service strategy should:

- identify Neuton & Neuton Retail's IT service and/or process requirements
- prioritise the IT service and/or process requirements in relation to the needs of the company and its customers
- justify how you have prioritised the IT service and/or process requirements.

Save your completed service strategy as a PDF in your folder for submission as  
**activity1strategy\_[Registration number #]\_[surname]\_[first letter of first name]**

You are advised to spend 1 hour on this activity.

**(Total for Activity 1 = 8 marks)**

### **Activity 2: IT service catalogue**

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the organisation. Use the template **Define\_IT\_Services\_Catalogue.rtf**

Save your completed IT service catalogue as a PDF in your folder for submission as  
**activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]**

You are advised to spend 1 hour on this activity.

**(Total for Activity 2 = 8 marks)**

### **Activity 3: IT service delivery solution**

Produce a design for an IT service delivery solution that will meet the current and future needs of Neutron & Neutron Retail and its customers.

You should include:

- information requirements
- data requirements
- hardware and software service options
- managing infrastructure and users.

Your design evidence may contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as  
**activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]**

You are advised to spend 3 hours on this activity.

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**(Total for Activity 3 = 20 marks)**

### **Activity 4: Management report evaluating the solution**

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Neutron & Neutron Retail.

It should include:

- an assessment of the appropriateness of your solution
- a comparison with alternative solutions that could be used
- a rationale for choosing your solution over the alternatives.

Save your completed management report as a PDF in your folder for submission as  
**activity4evaluation\_[Registration number #]\_[surname]\_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

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**(Total for Activity 4 = 12 marks)**

## **Activity 5: IT service management implications report**

Produce a report using the template **IT\_Service\_Management\_Implications.rtf**

Analyse the IT service management implications for Neutron & Neutron Retail of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

- implementing your solution and delivering the organisation's services and products
- managing and supporting staff
- managing and supporting the company's customers
- managing the company's IT assets.

Think about how each area will be affected by:

- constraints, such as legal requirements, security issues, resource limitations
- changes in the company's aims, products and services.

Save your completed implications report as a PDF in your folder for submission as  
**activity5implications\_[Registration number #]\_[surname]\_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

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**(Total for Activity 5 = 16 marks)**

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**(Total for technical language in Task = 4 marks)**  
**TOTAL FOR TASK = 68 MARKS**